

IRIS FREQUENTLY ASKED QUESTIONS

A. General Questions

Q: What is IRIS? Why must grantees use it?

A: **International, Resource, Information System (IRIS)** is a web-based reporting system. This instrument provides an electronic means for **International Education Programs Service (IEPS)** grantees to meet the U.S. Department of Education requirement for reporting on grant activities.

IRIS was developed to meet the mandates of the **Government Performance and Results Act (GPRA)**, which requires all federal agencies to develop strategic plans, set goals and objectives for its programs, and to be able to demonstrate that the programs are meeting their legislative purposes.

The information submitted is used to (1) ensure that each grantee is in compliance with the Department's requirements; (2) determine if a continuation grant will be issued and the dollar amount that will be allocated to the project; (3) file a final report at the end of a program cycle; (4) evaluate the effectiveness of each program and, collectively, of all IEPS programs; and (5) provide key information for continued Congressional support of IEPS programs.

For questions on the scope of a report for a specific program, contact the relevant Program Officer at IEPS. You may also view program information at the U.S. Department of Education's website: www.ed.gov/oie/iegps.

Q: How can I get help from the Help Desk?

A: For all inquiries regarding the IRIS system, please contact the IRIS Help Desk by clicking on the **Contact Us** link at the top of <http://iris.ed.gov>. Please be sure to include your award number and the email address you used to log into IRIS with all inquiries. Please set your spam filter to allow email from irismail@cds2helpdesk.com so that you may receive a reply to your request. All other questions should be referred to your Project Director or Program Officer.

B. Logging into IRIS

Q: What is my login information?

A: Please click on the **"Forgot your password or award number?"** link on the IRIS home page to have your login information emailed to you. If your email account is not in IRIS, contact the IRIS Help Desk and provide them with your name and award number so your IRIS account can be verified. If you do not have an account, you will need to be added as a participant, fellow or additional user on your grant by your Project Director (Project Directors will need to contact their Program Officer).

Q: Are those 0's or O's in my award number?

A: They are **zeros** (0). We recommend that you copy and paste the login information from the IRIS-generated email into a secure place. Beware of pasting extra spaces at the beginning and/or end of your username and password.

Q: My Project Director said he/she sent an email with my login information but I didn't receive it.

A: Please contact your Project Director and verify that they have your correct email entered into IRIS. Please set your spam filter to allow email from irismail@cds2helpdesk.com.

Q: How can I update my email address, mailing address or telephone number in IRIS?

A: Please contact your Project Director. IRIS Help Desk staff cannot update your email. Project Directors in need of these changes must contact the Program Officer for assistance.

Q: When logging to IRIS, I get a message that the institution has submitted their report.

A: Please contact your Project Director. Your Project Director must contact the Program Officer to have the institutional report unsubmitted, thereby allowing you to enter your report. IRIS Help Desk staff cannot unsubmit your institution's report.

C. Project Information

Q: What if our Project Director changes or an email update is needed?

A: If your Project Director changes or the existing director's email changes, contact your Program Officer for assistance. IRIS Help Desk staff cannot change your Project Director.

Q: How do I unsubmit my institution's report if data is incorrect or missing?

A: Please contact your Program Officer and request that they unsubmit the report. IRIS Help Desk staff cannot unlock institutional reports submitted by Project Directors. You will receive an email informing you that the report is available after it is unsubmitted. If you are a fellow or a participant needing a report to be unsubmitted, please contact the IRIS Help Desk at irismail@cds2helpdesk.com. The Help Desk staff will unsubmit your report as long as the institutional report has not been submitted by the Project Director.

Q: I need someone who can assist me during the reporting process. Can a colleague be added to the report to serve in this capacity?

A: **Additional Users** assists the Project Director during all grant reporting periods. Additional users have access to all reporting screens and functions except for adding other additional users and submitting institutional reports. Project Directors can create an additional user by entering the person's information on the **Additional User** page. Program Officers and IRIS Help Desk staff do not create additional users.

Q: How can I be added to the IEPS email list?

A: To receive email from IEPS, a grantee must be entered in IRIS as a Project Director, additional user, participant, or fellow.

D. Report Entry

Q: Can I save a data record without entering all the required data?

A: No. A record will not be saved until all required data has been entered. The required fields are indicated with a **red asterisk (*)**. An error message will pop up if you click the **Save...** button and any required fields are not entered. If an error message pops up, the data is not saved.

Q: Do I need to complete and submit my report data all at one time?

A: No. The report sections can be completed at any time but should be completed in order.

Q: How can an attachment be deleted or replaced?

A: A delete function does not exist in IRIS. Simply replace the existing attached file with a new one by following the standard procedure for attaching files. IRIS will update your report with the most recently attached file.

Q: My file will not upload / attach to my report. What is causing this?

A: Please make sure that the file is in one of the following formats: **.doc, .xls, .pdf, or .html**. Files in any other format will cause errors and will not upload to IRIS. If you confirmed that the file format is one that is accepted and you are still receiving errors, ***please verify that the file size is equal to or less than 5 MB***. Files larger than 5 MB will cause errors and will not upload to IRIS.

E. Budget

Q: How can I upload an attachment to my budget?

A: Click on **Browse** to select the MS Excel spreadsheet to upload and follow the instructions. **Only one spreadsheet may be uploaded for a report.**

Q: Is the budget attachment required?

A: If there is an attachment field on your budget page, you are required to attach a budget in Excel format.

Q: I have a large budget item that does not have a designated line in the IEPS-IRIS budget table on my report. How should I document my budget item?

A: First, enter the item in the **Other** category in the budget section of your report. Then, explain the expense in the comment section in the budget section of your report. Note: If the **Equipment** line is **grayed out**, then equipment expenses are not covered under your grant program.

F. Report Submission

Q: How do I submit a report?

A: Submit a report by clicking on the **View/Submit Report** link. On that page, select the report you wish to submit and click the **View Report** button. A report with all of the information you have entered will display. Click the **Submit Report** button at the end of the report. A pop-up message will ask you to confirm your submission. Select **Yes**, and then click on the **View/Submit Reports** link. If the date is displayed in the **Submit Date** column, then the report has been submitted. Also, once the due date has passed, the report will no longer appear in the dropdown on the **Select a Report** screen.

Q: I clicked on the View/Submit Report link, but there is no Submit button. Why?

A: The **Submit** button is located at the bottom of your report. If you have not entered all of the required sections, a link will display telling you what needs to be entered. Complete the required information and then the **Submit** button will appear and you will be able to submit your report by clicking on it. If you are a consortium lead, you will not be able to submit until your partner(s) have submitted their reports.

Q: If I am an additional user, how can I submit a report?

A: Only Project Directors are allowed to submit institutional reports. The Project Director must log on to IRIS with his or her own username and password, review the report in order to sign off on it, and then click on the **Submit Report** button.

Q: Who can view my submitted report?

A: Institutional reports can be viewed by the Project Director, additional contacts, and by IEPS Program Officers for that grant. All information on fellow reports can be viewed by the IEPS Program Officer. Project Directors and additional contacts can view fellow reports, but they can not view any evaluation information.

Q: What if I need to edit a report after it has been submitted?

A: Project Directors should contact your IEPS Program Officer with a request to edit the institutional report, indicating the purpose. If the request is approved and the report has been unsubmitted, the project director will receive an email from IRIS stating that the report is available for editing. After completing the editing, go to **View/Submit Reports** and resubmit it to IEPS. IRIS Help Desk staff cannot unsubmit your report or edit the data on institutional reports. For participants and fellows, please contact the IRIS Help Desk at irismail@cds2helpdesk.com. If your institution has not submitted their report, IRIS Help Desk staff can unsubmit your report, allowing you to update it. You will receive an email informing you when the report is unlocked. If your institution has submitted their report, your Project Director must contact their Program Officer to have their report unsubmitted to allow you to change your report.